

BUSINESS JUSTIFICATION
Tennessee Higher Education Commission

I. Executive Summary

After obtaining permission to waive the six-year or greater employment requirement, two positions in the Information Resource Support Specialist series were identified for consideration. Since the staff duties are similar and only differentiated by the level of task complexity, the Commission has determined it is reasonable to identify these positions as eligible for the Voluntary Buyout Program. The estimated impact on the Commission by losing one of these staff members would require the other staff member to absorb the entire Information Technology (IT) workload. This would result in one staff member addressing IT support needs for 52 staff members of the Commission and for 56 staff members of the Tennessee Student Assistance Corporation (TSAC), totaling 108 staff members. A mitigating strategy will be to use part-time/temporary staff as needed.

II. Business Justification and Assessment

Working within the assigned parameters, the Information Resource Support Specialist 3 and the Information Resource Support Specialist 2 are the only positions within the Commission that have similar or overlapping activities. Each of these staff members has less than six-years of service. The duties of the two employees identified are to provide IT support to 52 employees of the Commission. In addition, these two employees also provide IT support for 56 employees of TSAC through a Memorandum of Agreement between the two agencies.

With a reduction of one position, critical desktop and network support would become the first priority for the remaining staff member. With a single IT staff member, requests for assistance regarding important but non-critical IT issues may not be addressed in a timely manner. This may negatively affect staff productivity if the remaining staff member cannot adequately address hardware and software problems.

A mitigating strategy will be to hire interns through a program offered by the Office of Information Resources (OIR) or use short-term temporary staff to address necessary IT upgrades and initiatives. Some coordination activities between OIR and the two affected agencies now handled by the two identified staff positions will have to be addressed by other staff in the Fiscal Affairs Division.



Richard G. Rhoda, Executive Director

May 29, 2008

Date